

**WHAT IS CLAIMED IS:**

1. A method of managing an emergency call comprising:

capturing the emergency call;

determining whether messaging is desired; and

communicating with a caller using a messaging system when the communications are not desirable.

2. The method of Claim 1, further comprising

determining the nature of the emergency by decoding dialed numbers.

3. The method of Claim 2, further comprising transmitting questions to the caller using the message system.

4. The method of Claim 1, further comprising transmitting controls to a handset, thereby causing the handset to ring.

5. The method of Claim 1, further comprising displaying questions to the caller based on the content of the transmitted messages.

6. The method of Claim 5, further comprising converting the messages to graphical characters.

1           7. A communication system comprising:

2           at least one remote caller which initiates an emergency  
3           call;

4           an emergency dispatcher which receives and captures the  
5           emergency call; and

6           a messaging system which transmits non-verbal messages  
7           between the remote caller and the emergency dispatcher.

1           8. The wireless communication system of Claim 7,  
2           wherein the emergency dispatcher controls release of the  
3           emergency call.

1           9. The wireless communication system of Claim 7,  
2           wherein the messaging system uses the short messaging service.

1           10. The wireless communication system of Claim 7,  
2           wherein the messaging system uses the DTMF messages.

1           11. The wireless communication system of Claim 7,  
2           wherein the remote caller appends a code to an emergency  
3           number to identify the nature of the emergency.

1           12. The wireless communication system of Claim 7,  
2           wherein remote caller responds to the messages using a  
3           telephone keypad.